

IP-COM

## Quick Installation Guide

### AC1200 Enterprise Mesh WiFi System

#### EW9+EP9x2

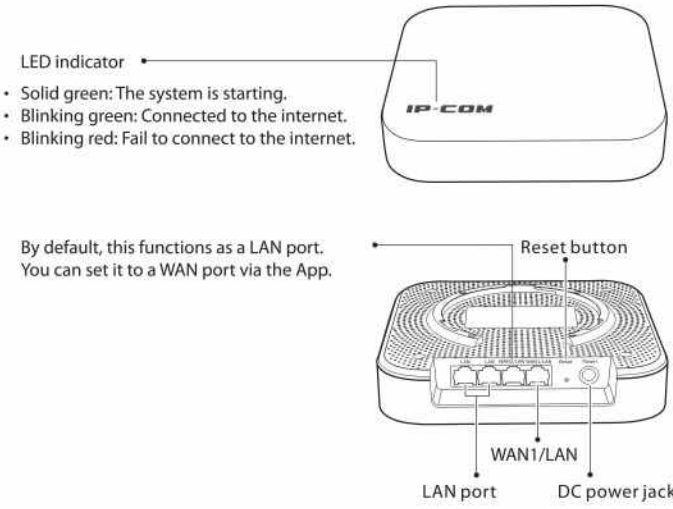
#### Package contents

- EW9 x 1
- Bracket x 3
- Ethernet cable x 1
- Plastic strap x 6
- Screw x 12
- EP9 x 2
- Expansion bolt x 12
- Expansion nut x 12
- Power adapter x 3
- Quick installation guide x 1

If any item is missing, or damaged, please keep the original packaging and contact the local reseller or distributor immediately.  
For product or function details, please go to <http://www.ip-com.com.cn> to download the user guide.

## Getting to know your devices

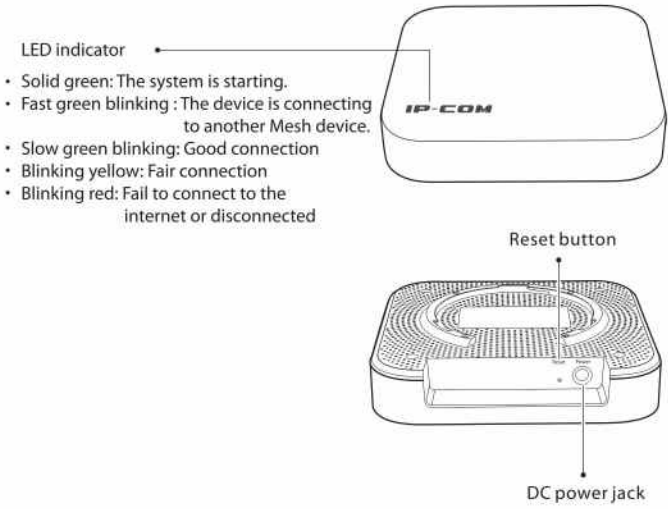
### The primary Mesh WiFi node - EW9



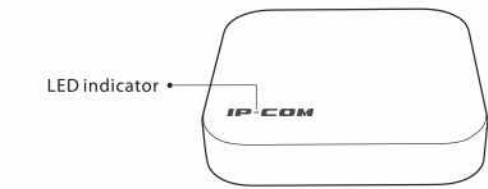
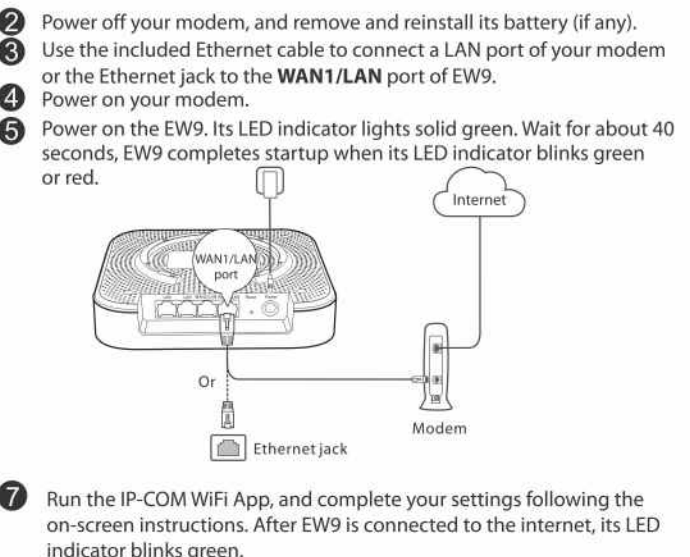
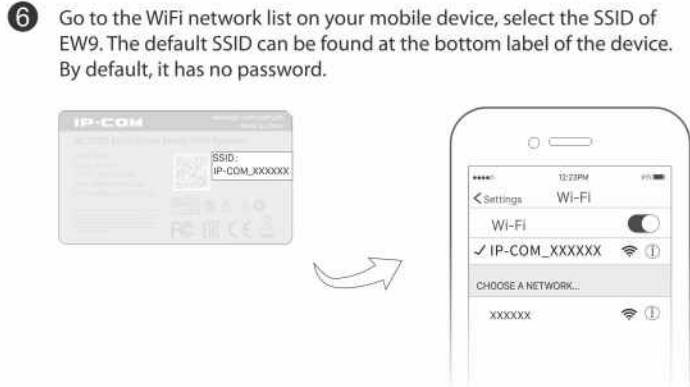
### Bracket

- ① Screw holes for ceiling installation.
- ② Plastic strap holes for pole installation.
- ③ Slots for wall installation.

### The Secondary Mesh WiFi node - EP9



## I. Setting up the primary Mesh WiFi node EW9 to access the internet



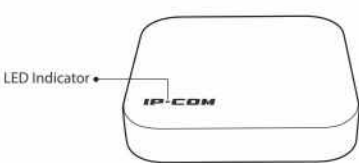
## II. Setting up and positioning the secondary Mesh WiFi nodes - EP9

- ① Place an EP9 close to the EW9 and power it on.
- ② When the LED indicator of the EP9 blinks red, run the IP-COM WiFi App on the mobile device which is connected to the WiFi network of the EW9, tap **Settings** in the lower-right corner, tap **Add Mesh device**, and follow the on-screen instructions to add.

- Tips:** The LED indicator of the EP9 blinks green fast when connecting to the WiFi network of EW9.
- ③ For better performance, follow the placement tips below to relocate the EP9:
    - No more than 2 walls between any two Mesh devices.
    - Place it at an open area.

- ④ Power on the EP9. Observe its LED indicator until it lights one of the following colors:

Slow green blinking	Good Connection
Blinking yellow	Fair Connection
Blinking red	Disconnected



- ⑤ If the LED indicator of the EP9 does not blink green slowly, relocate it according to step ③ in II to get better connection.
- ⑥ Perform step ① - ⑤ in II to connect the other EP9 to the Mesh WiFi network of EW9 and place it at proper position.

You have completed the configuration of EW9 and EP9 and found proper positions for them. Go ahead to install EW9 and EP9.

- After installation:
- To access the internet:
    - Wired devices: Connect wired devices to the LAN ports of EW9.
    - Wireless devices: Connect wireless devices to your WiFi network using the SSID and the WiFi password you set. The EP9s share the same SSID and WiFi password with the EW9.
  - If you want to manage the network anytime, anywhere, then access the App, tap **⌘** and log in to your account.

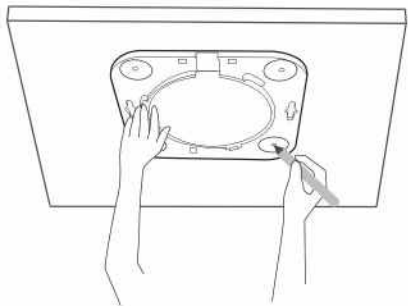
## III. Installing EW9 and EP9

**Tips:** You may need a rubber hammer, a marker, a hammer drill, a drill bit, a screwdriver, and a ladder for the installation. Please prepare them yourself.

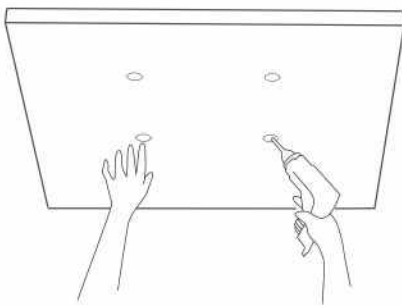
You are provided with multiple installation options, including desktop, ceiling, wall, and pole installations. Please choose a proper option as needed. This guide takes ceiling and pole installations as examples.

### Ceiling installation

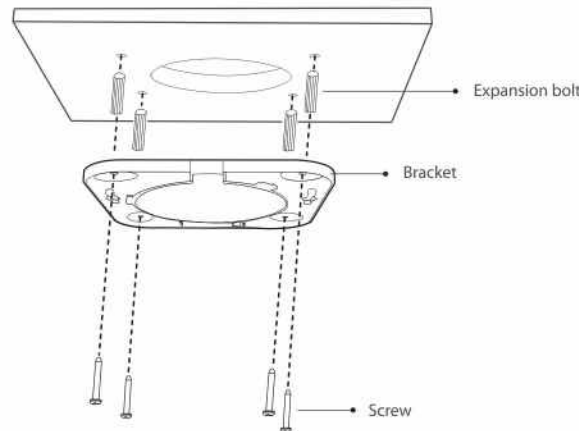
- ① Position the bracket on the ceiling and mark screw holes on the ceiling with the marker.



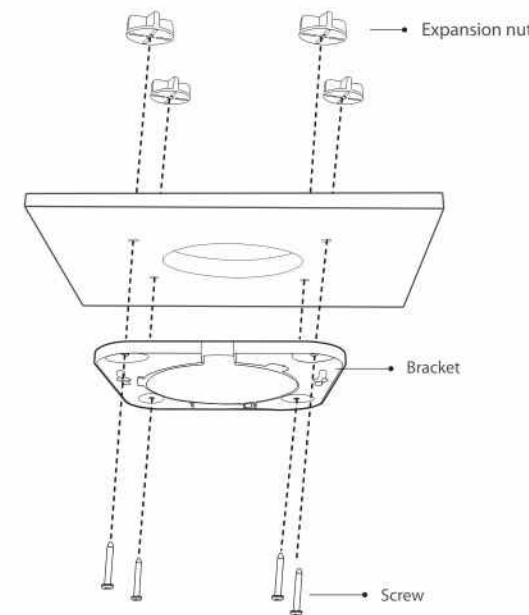
- ② Drill holes in the marked positions using the hammer drill.



- ③ **Option A:** Use the rubber hammer to knock the expansion bolts into the holes you drilled. Then use the screwdriver to drive screws into expansion bolts so as to fasten the bracket.

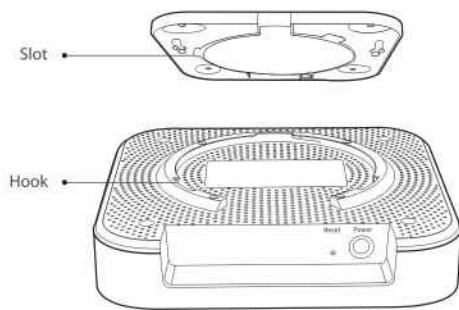


- ③ **Option B:** Use screws and expansion nuts to fasten the bracket onto the ceiling. See the following figure.



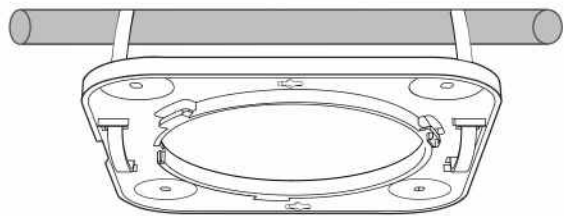
- ④ Insert the hooks of EW9 into the slots of the bracket, and rotate the EW9 to lock it firmly.

- ⑤ Repeat step ① - ④ in **Ceiling installation** to fix the EP9s.



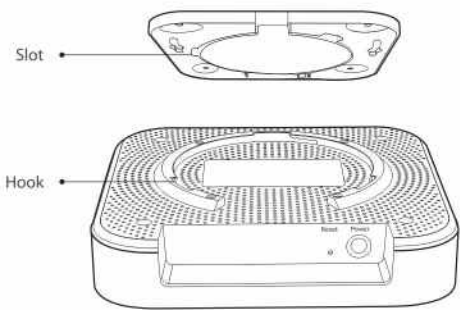
### Pole installation

- ① Thread the two plastic straps across the holes on the bracket respectively. Attach the bracket onto the pole, and tighten the plastic straps to fix the bracket.



- ② Insert the hooks of EW9 into the slots of the bracket, and rotate EW9 to lock it firmly.

- ③ Repeat step ① and ② in **Pole installation** to fix the EP9s.



## Appendix A FAQ

### Q1: The LED indicator of a Mesh device blinks red. What should I do?

- A1: If the LED indicator of EW9 blinks red, try the following solutions:
- Check if the WAN port of EW9 is properly connected.
  - Run the **IP-COM WiFi** App, and follow the on-screen instructions to solve.
- If the LED indicator of EP9 blinks red, try the following solutions:
- Ensure that the LED indicator of EW9 is blinking green.
  - Move the EP9 closer to another Mesh device which has a blinking green LED indicator. Wait until the LED indicator of the EP9 that blinks red starts to blink green slowly.

### Q2: How can I remove a Mesh device from my WiFi network?

- A2: Run the **IP-COM WiFi** App, tap the Mesh device you want to remove, tap "...", in the upper-right corner, and choose **Delete**.

Note: This removing operation restores the Mesh device to factory settings.

### Q3: How to restore the Mesh network to factory settings?

- A3: With all the Mesh devices powered on, hold the Reset button of EW9 down using a paper clip for about 8 seconds. Release it when the LED indicator lights solid on. The Mesh network is reset.

### Q4: How to authorize another person to manage my WiFi network?

- A4: Run the **IP-COM WiFi** App, tap **Settings**, **Account Authorization**, and **Add** an account. Enter an account registered on the **IP-COM WiFi** App, and tap **OK**.

## Appendix B How many Mesh devices do I need?

Scenarios	Solutions
3,500 sq. ft with 60 devices	EW9x1+EP9x1
5,000 sq. ft with 80 devices	EW9x1+EP9x2
6,000 sq. ft with 100 devices	EW9x1+EP9x3

## Appendix C Specifications

Item	EW9	EP9
Wireless band	2.4 GHz, 5 GHz	
Data rate	300 Mbps+867 Mbps	
Networking technology	True Mesh	
Antenna	4 x 4 dBi omni-directional antenna	
Jack and port	• 1 x DC IN jack, • 4 x 10/100/1000 Mbps auto-negotiation RJ45 port	1 x DC IN jack
Button	1 x Reset	
WAN port	Supports 2 WAN ports at most	/
Dimension (LxWxH)	170mm X 170mm X 36mm	
Installation option	Wall, Ceiling, Pole and Desktop	

CE

#### CE Mark Warning

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

The mains plug is used as disconnect device; the disconnect deviceshall remain readily operable.  
Operations in the 5.15-5.25GHz band are restricted to indoor use only.  
This equipment should be installed and operated with a minimum distance 20cm between the device and your body.

**NOTE:** (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment.  
(2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

#### Declaration of Conformity

Hereby, SHENZHEN IP-COM Networks Co., Ltd. declares that the radio equipment type EW9 is in compliance with Directive 2014/53/EU.  
Hereby, SHENZHEN IP-COM Networks Co., Ltd. declares that the radio equipment type EP9 is in compliance with Directive 2014/53/EU.  
The full text of the EU declaration of conformity is available at the following internet address: <http://ip-com.com.cn/en/ce.html>

Operating Frequency:  
2.4G: EU/2412-2472MHz (CH1-CH13)  
5G: EU/5150-5250MHz (CH36-CH48)  
EIRP Power (Max.):  
2.4GHz: 19.97dBm  
5GHz: 22.97dBm  
Software Version: V15.11.0.X

FCC

#### FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.
- The device is for indoor usage only.  
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules.

This equipment should be installed and operated with a minimum distance 20cm between the device and your body.

#### Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.  
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operating frequency: 2412-2462MHz, 5150-5250MHz, 5725-5850MHz

**NOTE:** (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

#### Caution:

Adapter Model: BN036-A12012E / BN036-A12012B  
Input: 100-240V AC 50/60Hz 0.4A  
Output: 12V DC, 1A  
Manufacturer: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.  
====: DC Voltage

#### Operating Environment

Temperature: 0°C-40°C Humidity: (10 - 90) %RH, non-condensing

EAC

#### RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.  
User has the choice to give his product to a competent recycling organization or to the retailer when he buys new electrical or electronic equipment.

For EU/EFTA, this product can be used in the following countries:

EU/EFTA							
BE	BG	CZ	DK	DE	EE	IE	
EL	ES	FR	HR	IT	CY	LV	
LT	LU	HU	MT	NL	AT	PL	
PT	RO	SI	SK	FI	SE	UK	

#### Technical Support

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